

Request for Quotation:

ZIMRA RFQ No: 339/2021

**PROVISION OF CLIENT SATISFACTION SURVEY CONSULTANCY
SERVICES**



DATE OF ISSUE: 24.08.21

CLOSING DATE: 30.08.21

CATEGORY: MANAGEMENT AND GENERAL CONSULTANCY SERVICES

To: **Suppliers.**

Dear Sir/Madam,

Please provide your Price Quotation for the Provision of Client Satisfaction Survey Consultancy services.

1. Shown on the attached Specification of Goods sheet.
2. Please provide the Price Quotation on **your official signed and dated letterhead.**
3. The Procurement Management Unit (PMU) must receive your Price Quotation by 30.08.2021 @1000hrs.
4. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
5. Unless otherwise stated, bidders must offer for all items & quantities shown on the specification sheet and provide a Grand Total price.
6. Prices should be quoted in both USD and local currency as per SI 185 of 2020. Bidders should indicate whether they charge/ don't charge VAT on their prices.
7. Bidders shall submit their bids electronically to rfqs@zimra.co.zw ONLY. Physical/Hard copy submissions will not be acceptable except for Samples.
8. An order/contract will be placed with the bidder who offers the lowest price quotation, which complies with the attached specifications and the conditions of this Request for Quotations.
9. Payment: 100% within 30 days of invoice date and receipt & acceptance of goods.
10. For further information, contact the undersigned on telephone no. +263242 773 040 or procurement@zimra.co.zw
11. Additional information Required from Bidders:
 - Proof of registration with PRAZ indicating category which the company is registered for.
 - A current and valid tax clearance certificate
12. Prospective Bidders dealing with ZIMRA for the first time should attach the following documentation on submission:
 - Certificate of Incorporation
 - CR14 (CR6 under the new act) and CR6 (CR5 under the new act)
 - Company Profile
13. Expected Delivery Period is 3 days from PO issuing and failure to deliver within this timeline will result in cancellation of the Purchase Order. Bidders should state their delivery period and failure to adhere to the stated timeline will result in cancellation of the PO and records will be kept and sent to the regulator (PRAZ)
14. Award maybe done on an item-by- item basis or total items whichever is economic to ZIMRA

Signed:

J TARUME
PROCUREMENT MANAGER

Item	Description of Goods	Unit of Measure	Quantity required	Unit Price	Total Price
1	<p>Provision of Client Satisfaction Survey Consultancy Services</p> <p>The consultant is expected to come up with the following, with the service commencing on the 22nd of September 2021 to the 30th of September 2021.</p> <ul style="list-style-type: none"> ➤ Methodology for the survey ➤ Carry out the survey using a small sample that is representative of all ZIMRA stations (map and list of stations will be availed to potential service providers through procurement) ➤ Come up with a sampling frame that includes all categories of ZIMRA clients which includes: <ul style="list-style-type: none"> • Tax accountants • Clearing agents • Transporters • Individual taxpayers • Corporate taxpayers (covering all sectors of the economy) • Importers • Exporters • Parastatals and government departments • SMEs • Cross border traders ➤ The consultant is expected to generate questionnaires (in Shona, Ndebele and English) that will be approved by ZIMRA covering the following areas: <ul style="list-style-type: none"> • Staff attitude • Service delivery • Speed of service • Perception towards corruption • Quality of service • Corporate governance • Accessibility of ZIMRA information • Efficiency of ZIMRA online systems • Improvements that can be made ➤ The consultant is also expected to deploy the survey on an online survey tool. The survey tool should be able to Allow ZIMRA corporate communications team to : <ul style="list-style-type: none"> • view the backend of the survey • view responses in real time • Download the survey report in PDF. ➤ The downloadable report should be final and customized to have the following, among other headings: 	Each			

<ul style="list-style-type: none"> • Executive summary • Research methodology • Findings • Recommendations • Analysis tables and graphs ➤ Consultant to submit three (3) references from big organizations they worked for to demonstrate previous experience of carrying out client satisfaction surveys. ➤ Supplier must possess • Degree in Statistics, Economics, Mathematics, Computer Science, Operations research etc. • 4 years experience in doing research work. 				
Grand Total, DAP, ZIMRA KURIMA HOUSE				
Currency				
Delivery Period: _____ weeks from receipt of order				

Delivery: Above items to be delivered to the following final destination(s):

Deliver to: Online survey. Report to be Delivered to Zimbabwe Revenue Authority, 9th Floor ZB Centre, Kwame Nkrumah Avenue and First Street, Harare.

To be signed by the firm

Annex III

FORM OF CONTRACT AGREEMENT

THIS AGREEMENT number ____ made on _____, __, between
_____ (hereinafter called "the Purchaser") on the one part and
_____ (hereinafter called "the Supplier") on the other part.

WHEREAS the Purchaser has requested for quotation for **the supply and delivery of ---**
----- to be supplied by Supplier, viz. Contract ____, (hereinafter called "Contract") and
has accepted the Quotation by the Supplier for the supply of goods under Contract at the
sum of _____ [in words]
(_____) [in figures] hereinafter called "the Contract Price".

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
 - a) Copy of Quotation including Technical and Price Schedule
 - b) Schedule of Requirement
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the supply of goods under the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The Purchaser hereby covenants to pay, in consideration of the acceptance of Contract, supply and delivery of the goods and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the Laws of Zimbabwe on the date indicated above.

Signature and seal of the Purchaser:

For and on behalf of

Name of Authorized Representative

Signature and seal of the Supplier:

For and on behalf of
